

**JOB DESIGN AND WORK PERFORMANCE
AMONG HEALTHCARE PERSONNEL**

**A project paper submitted to the Faculty of Business Management
in partial fulfillment of the requirements for the degree
Master of Business Administration (MBA)
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**by
Syed Munir Barakbah Bin Syed Faozi Barakbah**

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Fakulti Pengurusan Perniagaan
(Faculty of Business Management)
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ABSTRACT (ENGLISH)

The main purpose of this study was to determine the relationships between job design and work performance among 240 randomly selected healthcare personnel in Alor Setar Hospital, Kedah.

The study also examined statistically significant differences in the respondents' work performance when grouped by gender, age, marital status, tenure, number of years working in the current hospital, number of years working in other hospitals, and place of residence.

In assessing job design, the Multimethod Job Design Questionnaire (Cronbach Alpha=0.9064) developed by Campion (1988) was adopted, pilot-tested, and used in the research. In describing work performance, job evaluation records from the Human Resource Office in Alor Setar Hospital were taken for the purpose of this study. Statistical tools used were frequency counts, percentages, means, t-test, One-Way ANOVA, Post-Hoc Test, Pearson's r , and Multiple Regression Analysis. Analyses were set at 0.05 level of significance using the SPSS (Version 12.0) computer software.

Overall, the respondents "agreed" on the job design in the hospital. Across the sub-dimensions of job design, the respondents "agreed" on Motivational Approach, Biological Approach, and Perceptual-Motor Approach. However, respondents were "not sure" on Mechanistic Approach. The respondents experienced "high" level of work performance.

There were statistically significant differences between work performance and (a) age, (b) marital status, (c) tenure, (d) number of years working in the current hospital, and (e) number of years working in other hospitals.

ABSTRAK (BAHASA MALAYSIA)

Tujuan utama kajian ini adalah untuk menentukan perhubungan di antara rangka kerja dan prestasi kerja di kalangan 240 kakitangan kesihatan yang dipilih secara rawak di Hospital Alor Setar, Kedah.

Kajian ini juga menjelaskan perbezaan statistik yang signifikan di dalam prestasi kerja para responden setelah digabungkan oleh jantina, umur, status perkahwinan, tempoh perkhidmatan, bilangan tahun bekerja di hospital ini, bilangan tahun bekerja di lain-lain hospital, dan tempat kediaman.

Di dalam menilai rangka kerja, Soal Selidik Kaedah Pelbagai Rangka Kerja (Cronbach Alpha=0.9064) yang dihasilkan oleh Champion (1988), kajian rintis dan digunakan dalam kajian ini. Dalam menjelaskan prestasi kerja, rekod penilaian kerja daripada Pejabat Sumber dan Manusia di Hospital Alor Setar telah diambil bagi kajian ini. Alat statistik yang digunakan adalah pengiraan frekuensi, peratusan, purata, ujian-t, ANOVA sehala, ujian Post-Hoc, kolerasi Pearson dan Analisis Regresi Berganda. Analisis ditetapkan pada aras kebolehpercayaan 0.05 dengan menggunakan SPSS (Versi 12.0).

Keseluruhan responden “bersetuju” dengan rangka kerja di hospital. Bagi sub-dimensi rangka kerja, para responden “bersetuju” dengan Pendekatan Motivasional, Pendekatan Biologikal, dan Pendekatan Persepsi-Motor. Namun, para responden “tidak pasti” dengan Pendekatan Mekanistik. Para responden mengalami paras yang “tinggi” dalam prestasi kerja.

Terdapat perbezaan statistik yang signifikan di antara prestasi kerja dan ciri-ciri demografi: (a) umur, (b) status perkahwinan, (c) tempoh perkhidmatan, (d) bilangan tahun bekerja di hospital ini, dan (e) bilangan tahun bekerja di lain-lain hospital.

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DEDICATION

This piece of work is humbly dedicated to these people closest to my heart...

My Parents...

**Yang Mulia Tuan Syed Faozi Barakbah Bin Tun Syed Sheh Barakbah
Yang Mulia Allahyarhamah Puan Che Mariam Bte Ahmad (Al-Fatihah)**

My Loving Brothers and Sister...

**Yang Mulia Tuan Syed Mohsin Barakbah
Yang Mulia Tuan Syed Mohar Barakbah
Yang Mulia Tuan Syed Mahdi Barakbah
Yang Mulia Puan Sharifah Malihah Barakbah**

My Loving Sisters-in-Law and Brother-in-Law...

**Yang Mulia Puan Sharifah Noor Kamariah Jamalullail
Yang Mulia Puan Sharifah Fauziah Al-Attas
Yang Mulia Puan Yusarimah Puteri
Yang Mulia Tengku Muhammad Firman**

**- Syed Munir Barakbah
770626025527
May 2006**

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CHAPTER I

INTRODUCTION

1.0 Overview

Chapter I includes nine parts: (1) Background and Theoretical Framework of the Study, (2) Profile of Alor Setar Hospital, (3) Problem Statement, (4) Objectives of the Study, (5) Research Questions, (6) Significance of the Study, (7) Definition of Terms, (8) Scope of the Study, and (9) Organization of the Study.

Part One, Background and Theoretical Framework of the Study, discusses the rationale for choosing the research as well the theoretical framework of the study. Part Two, Profile of Alor Setar Hospital, presents a brief background of the hospital. Part Three, Problem Statement, identifies issues requiring solution for the study. Part Four, Objectives of the Study, describes the aims of the study. Part Five, Research Questions, provides the questions to be answered for the purpose of the research. Part Six, Significance of the Study, presents the benefits that can be derived from the findings of the study. Part Seven, Definition of Terms, defines the important terms used in the research. Part Eight, Scope of the Study, defines the scope and coverage of the study. Part Nine, Organization of the Study, shows the structure of the study.

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